

CLAIMS

1. (Currently Amended) A method of guiding a conversation taking place between a client and an agent through a communication system such method comprising:

detecting an information content of the conversation;

determining a conversational goal of the client from the detected information content; and

suggesting a subject matter and responses to the agent based upon the detected information content of the conversation and the conversational goal of the client to guide the conversation towards the goal of the client and to adapt the conversational content of the agent to conversational tendencies of the client.

2. (Original) The method of guiding a conversation as in claim 1 further comprising determining an identity of the client from the detected information content.

3. (Original) The method of guiding a conversation as in claim 2 further comprising retrieving contact information based upon the determined identity of the client.

4. (Original) The method of guiding a conversation as in claim 3 further comprising defining the retrieved information as personal information about the client.

5. (Currently Amended) The method of guiding a conversation as in claim 1 wherein the conversational goal is not constant during the conversation and the step of detecting the information content further comprises recognizing a voice content of a conversation between the client and the agent monitoring the conversation to detect changed goals during the conversation.

6. (Original) The method of guiding a conversation as in claim 1 wherein the step of detecting an information content of the conversation further comprises performing stress analysis on a voice of the client.
7. (Currently Amended) The method of guiding a conversation as in claim 6 claim 1 wherein the step of ~~performing stress analysis~~ detecting further comprises ~~measuring a voice pitch of the voice of the client~~ dividing the conversation into a greeting portion and a business portion, and if a predetermined period passes during the greeting portion, or key words are detected which are inconsistent with the greeting portion, then prompting the agent toward a call objective.
8. (Original) The method of guiding a conversation as in claim 6 wherein the step of performing stress analysis further comprises measuring a word rate of the voice of the client.
9. (Original) The method of guiding a conversation as in claim 1 wherein the step of suggesting a conversation topic further comprises displaying a text message on a terminal used by the agent.
10. (Original) The method of guiding a conversation as in claim 1 wherein the step of suggesting a conversation topic further comprises providing an audible message through an earphone of the agent heard only by the agent.
11. (Currently Amended) An apparatus for guiding a conversation taking place between a client and an agent through a communication system such apparatus comprising:
- means for detecting an information content of the conversation;
 - means for determining a conversational goal of the client from the detected information content and

means for suggesting a subject matter and responses to the agent based upon the detected information of the conversation and the conversational goal of the client to guide the conversation towards the goal of the client.

12. (Original) The apparatus for guiding a conversation as in claim 11 further comprising means for determining an identity of the client from the detected information content.

13. (Original) The apparatus for guiding a conversation as in claim 12 further comprising means for retrieving contact information based upon the determined identity of the client.

14. (Original) The apparatus for guiding a conversation as in claim 13 further comprising means for defining the retrieved information as personal information about the client.

15. (Original) The apparatus for guiding a conversation as in claim 11 wherein the means for detecting the information content further comprises means for recognizing a voice content of a conversation between the client and the agent.

16. (Currently Amended) The apparatus for guiding a conversation as in claim 11 wherein the conversational goal is not constant during the conversation and the means for detecting an information content of the conversation further comprises means for ~~performing stress analysis on a voice of the client~~ monitoring the conversation to detect changed goals during the conversation.

17. (Original) The apparatus for guiding a conversation as in claim 17 wherein the means for performing stress analysis further comprises means for measuring a voice pitch of the voice of the client.

18. (Original) The apparatus for guiding a conversation as in claim 16 wherein the means for performing stress analysis further comprises means for measuring a word rate of the voice of the client.

19. (Original) The apparatus for guiding a conversation as in claim 11 wherein the means for suggesting a conversation topic

further comprises means for displaying a text message on a terminal used by the agent.

20. (Original) The apparatus for guiding a conversation as in claim 11 wherein the means for suggesting a conversation topic further comprises means for providing an audible message through an earphone of the agent heard only by the agent.

21. (Currently Amended) An apparatus for guiding a conversation taking place between a client and an agent through a communication system, such apparatus comprising:

a voice recognition application ~~adapted~~ to detect an information content of the conversation;

a content analysis application ~~adapted~~ to determine a conversational goal of the client from the detected information content; and

a prompter ~~adapted~~ to suggest a subject matter to the agent based upon the detected information and the conversational goal of the client to guide the conversation towards the goal of the client and to adapt the conversation content of the agent to conversational tendencies of the client.

22. (Currently Amended) The apparatus for guiding a conversation as in claim 21 further comprising a database of customer records ~~adapted~~ configured to determining ~~determine~~ an identity of the client from the detected information content.

23. (Currently Amended) The apparatus for guiding a conversation as in claim 21 wherein the voice recognition application further comprises a voice analyzer ~~adapted~~ to perform stress analysis on a voice of the client.

24. (Currently Amended) The apparatus for guiding a conversation as in claim 21 wherein the ~~prompter further comprises a terminal adapted to display a text message to the agent~~ conversational goal is not constant during the conversation and wherein the content analysis application monitors the conversation to detect changed goals during the conversation.

25. (Currently Amended) The apparatus for guiding a conversation as in claim 21 wherein the ~~prompter further comprises an earphone adapted to provide an audible message heard only by the agent~~ content analysis application divides the conversation into a greeting portion and a business portion, and if a predetermined period passes during the greeting portion, or key words are detected which are inconsistent with the greeting portion, then prompting the agent towards a call objective.